**CURRICULUM VITAE**

**PERSONAL DETAILS**

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| **OBJECTIVE** | To contribute outstanding technical skills and a strong commitment to achieving organization’s goals in an ICT capacity. |
| **PROFILE** | * Degree-level IT professional that provides top-notch service, sets high standards and exceeds expectations. * Highly motivated, dependable troubleshooter and problem-solver. * Customer-focused performer who is committed to quality in every task- from personal interaction with co-workers and users to high level of service provided to company/ user. * Valued contributor who performs confidently and effectively under pressure and thrives on challenge. * Excellent communicator and good listener. * Enthusiastic learner who quickly grasps new concepts and technical skills. |
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| **TECHNICAL SKILLS** | * Successfully completed module 1 of CCNA at University of Botswana Cisco Academy * Trained on 6 modules of Oracle * Trained on Windows Server 2008 R2 * Trained on Mitel Telephony (PABX) System * Enterprise Systems Fundamentals with SAP (BAC)   **OPERATING SYSTEMS/ SOFTWARE APPLICATIONS**   * Windows Server 2008 R2 * Windows Server 2003 * Windows XP/Vista/7/8/10 * Microsoft Office Suite * Linux/ Unix * Oracle SQL * Microsoft Exchange * Symantec Anti-virus |
| **PROFFESSIONAL EXPERIENCE** | **Systems Analyst I– Administration of Justice, Gaborone High Court,**  Dec 2012 to present   * Promoted to post of Systems Analyst I * Provision of user support (training and awareness) and ICT equipment support (computers, servers, printers, scanners etc.). * Provision of first line of support for the department’s ICT systems. * Provide System Administration (E-Mail server, anti-virus and server support and maintenance). * Administration and monitoring of the Local Area Network (LAN). * Development, implementation, operation. Maintenance and updates of the department’s website. * Maintain the Inventory of the ICT hardware and software in the department. * Ensure that users adhere to the ICT security policies, procedures and standards. * Implement ICT Projects. * Procure ICT hardware and software   **Systems Analyst II – Administration of Justice, Lobatse High Court,** Sep 2008 to Nov 2012.   * Promoted on departmental transfer to Systems Analyst II * Serving as a Systems Analyst providing technical assistance for over 500 users in three divisions of the High Court of Botswana and over 20 Magistrates Courts. * Assisted in configuring and rolling out PC’s and printers for over 500 users. * Keeping abreast of new and changing technologies to benefit customers/users. * Participates in evaluating and approving of tenders for new IT equipment. * Installation and support of Court Records Management System * Installation and configuring Symantec Antivirus for clients and servers. * Configuring new users for e-mail in our exchange server. * Coordinated installations of network printers in different courts. * Consistently delivers rapid, outstanding service and support, resulting in a high level of customer satisfaction; kept users updated on resolutions.   **Assistant Systems Analyst – Dept. of Buildings and Engineering Services, Serowe Regional Office,** Jan 2008 to Aug 2008   * Responded to, evaluated and prioritized incoming phone requests for technical assistance from over 50 users experiencing problems with hardware, software, networking and other computer-related, web problems. * Provided prompt, accurate and respectful support to users, employing a high degree of customer-service skill and technical expertise while ensuring customer satisfaction. * Applied trouble-shooting techniques to verify solutions. * Frequently resolved issues with little or no supervision   **Customer Advisor and IT Contact – Barclays Bank Botswana, Gaborone Main Mall Branch,** 2007 to Dec 2007   * Sold loans, credit cards, debit and savings accounts to external customers * Resolved minor IT problems for the bank branch * Took initiative to learn company internal organizational structure to optimize problem-resolution efficiency. * Contributed ideas to improve customer service. * Escalated other problems to specialized staff for resolution. * Quickly learned new tasks and rapidly resolved customer problems. |
| **EDUCATION** | **Bachelor of Information Technology majoring in Information Systems,** Bond University, Australia.   * **O’ Level Certificate,** Ledumang Senior Secondary School, Gaborone |
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| **HOBBIES** | * Swimming * Reading * Music and Movies * Gym |
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| **REFEREES** | Ms. Patricia Isaac Mr. Gotsetswemang Mpelega  Principal Systems Analyst Accountant  Administration of Justice Gaborone High Court  Gaborone High Court Private Bag 00220, Gaborone  Private Bag 00220, Gaborone Tel: +267 3718120  Mobile: +267 71386329 Mobile: +267 76075050  Tel: +267 3718099 Fax: +267 3915119  Fax: +267 3915119 Email: gmpelega@gov.bw  Email:pisaac@gov.bw  Ms. Caroline Thapo  Principal Systems Analyst  Department of Information Technology  Private Bag 0050  Mobile: +267 72682196  Tel: +267 3612600  Fax: +267 3914261  Email: cthapo@gov.bw |